

- Vacancy Announcement -

- Constituent Services Liaison -

Pending strategic hiring approval, the Indiana Housing & Community Development Authority anticipates hiring an individual to serve as a Constituent Services Liaison. The position will report to the IHCD General Counsel/Chief of Staff. Salary for this position ranges from \$32,000 to \$42,000, commensurate with relevant education and experience.

To be considered for this position applicants must submit a complete application, which consists of: a resume, cover letter, and answers to the three situational example questions that are attached.

Email a resume and cover letter to Jan Kovacs at jkovacs@spd.in.gov listing the title of the position in the email subject line.

Job Description:

The Constituent Liaison contributes to IHCD's mission by being the central point of contact for Hoosiers who have questions or concerns for the agency. The Constituent Liaison is responsible for receiving communication from constituents (via phone, email and mail), working with departments within the agency to gather the information necessary to respond to the constituent, and following-up with the constituent as necessary to resolve the initial call.

The Constituent Liaison is responsible for fielding inquiries from constituents on IHCD programs and housing related issues, via direct phone call, transferred phone call from the front desk as well as monitoring the Governor's electronic constituent system and responding to IHCD related inquiries. The Liaison is responsible for resolving reason why constituent contacted IHCD, whether that means answering a program-related question, referring the constituent to other sources of assistance, or other appropriate action. This position must develop and maintain a collaborative relationship with each department of IHCD and must take ownership of constituent issues. The selected candidate will also be responsible for fielding and addressing inquiries from state legislators about IHCD programs or with a constituent concern and is responsible for logging information about every constituent contact into IHCD data management system. It is critical for the position to promote IHCD through positive representation and communication of its services. The selected candidate must understand and take seriously the responsibility of being IHCD's sole or main point of interaction with the public while maintaining and protecting confidential information.

Preferred Education and Experience:

A Bachelors Degree is preferred. Successful customer service experience a plus. Experience with housing and/or federal programs is also a plus. If not, candidates must have demonstrated through experience or education willingness and ability to quickly absorb complex material. This position will be housed at IHCD's Indianapolis headquarters. Qualified candidates must possess excellent written and verbal communication skills and be able to effectively communicate with a variety of individuals with diverse backgrounds, education, and economic levels. Constituents may occasionally be irate or upset; therefore, qualified candidates must be able to convey a pleasant, calm, positive and measured demeanor. The Liaison must take ownership of a constituent's issue and see that it is resolved in a timely fashion to the best of IHCD's abilities, therefore, attention to detail, time and project management and essential. A demonstrated customer service orientation is essential and the selected candidate must be able to be productive with a schedule that is fluid depending on the number of constituent contacts.

The IHCD is an Equal Opportunity Employer.

1. It's Friday and your phone has not rung since Wednesday. In the meantime, you have been tracking down answers from your Monday and Tuesday calls and responding to those constituents with answers. However, at this pace, it looks like you will be done with all your work this afternoon or Monday. What, if anything, do you do?

2. Mrs. Jones has been calling you at least twice a day for a week. When you are on the other line or away from your desk, she leaves long voicemails. When you speak with her on the phone, she is condescending and interrupts you whenever you attempt to address her question. Her complaint seems to be that she has not received benefits from a local agency funded by IHODA, but the details seem to change each time you talk to her. It appears that only one outcome will satisfy her – to give her the benefits she wants – but based on your investigation, the local agency acted properly in not giving her the benefits. She is now telling you that if you let the agency get away with this, she will go to the media or the Governor with her story. How do you handle this?

3. It's Friday and your phone has been ringing off the hook since Monday. You cannot take a call or leave your desk without at least two voicemails stacking up. It is getting difficult to keep straight who has called and who you owe what to, let alone to find the time to track down answers to questions and call people back. It wouldn't be as hard to manage if the calls were short, but lately the callers have all had long stories about their difficult housing situation. Sometimes these stories are helpful in understanding the problem, sometimes they are not. Now your Monday callers are calling back to ask why they haven't heard back from you yet. How do you handle this?